

LSI DOCKET NO. 03-1021

ABSTRACT OF THE DISCLOSURE

METHOD AND APPARATUS TO ENHANCE PRODUCT REMOTE CUSTOMER SERVICEABILITY

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A scan tool is provided for automated remote data collection. The scan tool is provided to and executed at the customer site. The scan tool collects debug data, including, for example, configuration information, and sends the debug data to a customer service site. A comparison utility at the customer service site compares the debug data to a code level database, which holds
10 valid code levels and their relationships. Historical and current data may be searched. Code levels may be updated and maintained in the code level database. The comparison utility presents mismatches, which may then be communicated back to the customer. If there are no mismatches, engineers may manually check the debug data for errors, which may also be communicated to the customer.